

My City Houston Map Viewer – Troubleshooting Guide

<http://mycity.houstontx.gov/public> | GIS Helpline 832.393.6555

Developed and hosted by **Enterprise GIS, City of Houston**

Printing Issues with My City

Adobe Flash Player is the standard for delivering high-impact, rich Web content. Designs, animation, and application user interfaces are deployed immediately across all browsers and platforms, attracting and engaging users with a rich Web experience.

The majority of web surfers have the latest version of **Adobe Flash Player**, Version 17.0.0.188 or newer installed on the computer. Because the **Adobe Flash Player** is constantly being updated and newer versions are offered to be installed (to browsers' compatibility), this may cause the print function to create bugs within the application. The resolution to enable printing ability is to reverse the player to Flash 11.

Here are the instructions:

To check the version of Adobe Flash Player you have installed on your computer

Go to <https://www.adobe.com/software/flash/about/> and see which version of Flash is currently installed. If printing is not working it is most likely that you have Flash 15 installed, which can happen automatically and can break the **My City** printing ability.

You will have to uninstall Flash 15 and reinstall Flash 11. If Flash 15 is installed and seems to be the culprit one path to try is to start at http://helpx.adobe.com/flash-player/kb/archived-flash-player-versions.html#main_Uninstalling_ (*The Flash Player Help / Archived Flash Player versions site*) where there is a link to an older version of Flash.

Where can I find Version 11?

Version 11.7 is available at

http://download.macromedia.com/pub/flashplayer/installers/archive/fp_11.7.700.275_archive.zip and there are a few files in there that should work. We recommend the file [flashplayer_11_7r700_252_winax.exe](#) will be compatible with your internet browsers.

Uninstall Newer Adobe Flash Player

To uninstall Flash in the first place, try: <http://helpx.adobe.com/flash-player/kb/uninstall-flash-player-windows.html>



Technical Information

To view the **My City 1 and 2** interactive mapping web sites requires that **Adobe Flash Player** version 17.0.0.188 or greater be installed. The site is based on the **Environmental System Research Institute's** (ESRI) Adobe Flex API. The application should be compatible with all of the standard internet browsers: Internet Explorer 8.0 or higher, as well as recent versions of Google Chrome, Firefox, Safari, and Opera. ArcGIS Viewer for Flex version 3.1 is required for implementation of the latest Viewer. The latest version of the Adobe Flash browser plug-ins will likely be required to take advantage of the latest Viewer and required to support printing to PDF.

Help documents can be downloaded using the '**Help Menu**' or the '**Help Tab**' on the splash screen.

The City's GIS data are constantly updated to assure that the data in this application are of the highest quality and as current as possible. This results from cooperation between the departments responsible for each dataset, and developing processes for regular updating each dataset.

For Help Documents, please visit the following locations:-

- **Overview & Browser Requirements:** http://mycity.houstontx.gov/home/Documents/MyCity_Overview.pdf
- **Working with the Interface & Menus:** http://mycity.houstontx.gov/public/MyCityTraining_InterfaceAndMenus.pdf
- **Using the Locate Address Tool:** http://mycity.houstontx.gov/home/Documents/MyCity_LocateAddressTool.pdf
- **Using the Locate Feature Tool:** http://mycity.houstontx.gov/home/Documents/MyCity_LocateFeatureTool.pdf
- **Troubleshooting:** http://mycity.houstontx.gov/home/Documents/MyCity_Troubleshooting.pdf



Enterprise Geographic Information System

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Questions or problem about **My City** can be directed to our GIS Helpline **832.393.6555**

For technical questions, please contact: MyCityHelpDesk@houstontx.gov

